

State of California

Department of Community Services and Development

ENERGY POLICIES AND PROCEDURES

EP 11-02

Issue Date: March 15, 2011

Expiration Date: Until Rescinded

TO: Energy Program Contractors

SUBJECT: **QUALITY ASSURANCE INSPECTION SELECTION CRITERIA**

PURPOSE: To establish a uniform policy for selecting inspections to be performed by the department's third-party inspector.

Reference: American Recovery and Reinvestment Act of 2009 (ARRA); Low-Income Home Energy Assistance Program (LIHEAP) Federal Laws and Regulations; Department of Energy Weatherization Assistance Program (DOE-WAP) Federal Laws and Regulations

Effective Date of Guidance: Immediately

New Policy:

The Department of Community Services and Development (CSD) is adopting a new internal policy for selecting Quality Assurance Inspections to be conducted under the LIHEAP, DOE-WAP, and ARRA Programs.

Background:

Contractors are responsible for establishing a Quality Control procedure to assess the quality and completeness of Weatherization work performed under the LIHEAP, DOE-WAP, and ARRA Programs. Such assurance shall be documented by a certifying agency representative and retained in each client file.

Additionally, Contractors shall perform Post-Weatherization Inspections for the purpose of assessing the quality and completeness of performed Weatherization services and compliance with Weatherization guidelines. Contractors must complete Post-Weatherization inspections on 100% of the total weatherized dwellings under the ARRA and DOE-WAP Programs, and 25% under the LIHEAP Program. A record of Post-Weatherization Inspections shall be maintained on the appropriate form and retained in each client file.

The department utilizes a third-party inspector to provide statewide Quality Assurance Inspection Services. The third-party inspector reviews and verifies that the weatherization activities performed under LIHEAP, DOE-WAP, and ARRA Programs conforms to applicable standards and practices. Their review serves two primary purposes: 1) spot-checking of weatherized units and accompanying client files for

compliance with program criteria, and 2) identifying and/or providing training and/or technical assistance as performance issues are noted.

At the conclusion of the Quality Assurance Inspection visit, the Contractor is provided with a summary of the outcomes of the inspected measures during an exit conference. The agency is notified whether there are hazardous fails (health and safety) or non-hazardous fails (work deficiencies) for their follow-up. A record of each inspection visit is maintained at the agency and is provided to the department. One of the roles of the inspector is to ensure the job has been performed to a high standard for quality in providing valuable feedback to the agency while performing the Quality Assurance Inspection. In addition to performing Quality Assurance Inspection services, the third-party inspector will provide notification to the agency and to the department when the agency needs training and technical assistance to improve agency performance.

The department will determine the number of Quality Assurance Inspection visits to be conducted by the third-party inspector on a monthly basis. To ensure the required results are achieved, the department will monitor and evaluate the number of Inspections completed so that a minimum of five percent (5%) and up to twenty percent (20%) of weatherized units is completed for each agency.

Procedure:

The department has identified the following strategies to assist in determining how Quality Assurance Inspection visits will be selected; however, the department reserves the right to utilize other mitigating circumstances for selecting inspections to be conducted.

UNIT PRODUCTION	Review Weatherization records to determine if services were completed and billed under all three Energy Programs (LIHEAP, DOE-WAP, and ARRA) during a given month. The focus will be on conducting inspections for all Energy Programs during the same Quality Assurance Inspection visit.
HAZARDOUS FAILS	Ascertain through prior inspection visit records whether there is a pattern of hazardous (health and safety) fails requiring correction. The focus will be to ensure that the Contractor has resolved all potential future health and safety fails and has received proper training in any specific areas of concern.
MEASURE RATE	Review prior inspection reports to determine the Contractor's measure rate for all inspections. The focus will be to prioritize visits for Contractors with a 70%-80% inspection measure rate.
TYPES OF MEASURES INSTALLED	Determine if Contractors have installed health and safety measures and whether Combustion Appliance Safety Testing and/or Blower Door Testing have been performed. The focus will be to ensure the health and safety of the occupants and

	ensure that applicable health and safety requirements were carried out.
FREQUENCY OF VISIT	Review inspection records on when the last visit was scheduled. The focus will be to schedule visits only one to three months apart.
NEW AGENCY	Determine length of time agency has been a Contractor. The focus will be to schedule a visit if it is less than one year.
AGENCY LOCATION	Identify proximity of Contractors. The focus will be to schedule multiple visits in the same geographic areas at the same time.

Contact:

For additional information on scheduling Quality Assurance Inspections, please contact Lorraine Yamada at (916) 576-7139 or Dan Fitzgerald at (916) 576-4355.

cc: Energy Staff